

CAREER OPPORTUNITY



UNITED STATES DISTRICT COURT DISTRICT OF CONNECTICUT VACANCY ANNOUNCEMENT - USDC-CT 16-04

POSITION: Temporary Information Technology Technician

OPENING DATE: July 07, 2016

SALARY RANGE: CL22 - 24 (\$28K - \$50K)*DOE

CLOSING DATE: July 22, 2016

DUTY STATION: New Haven or Hartford

The United States District Court for the District of Connecticut is seeking an experienced Temporary Information Technology Technician to support to the New Haven or Hartford seat of court. The primary focus of this job is to provide in-person front line support to the Clerk's Office/Chambers staff, including: installing and troubleshooting software applications, supporting virtual desktop and portable computing hardware, diagnosing basic server and networking components, providing support of mobile devices, and supporting network copiers/printers. Information Technology Technicians are expected to be professional and courteous subject matter experts able to discern the needs of their customers.

Travel throughout all three seats of court (Hartford, New Haven, and Bridgeport) will occasionally be required to assist other Information Technology department staff, provide helpdesk coverage, assist with projects, and to attend department meetings.

REPRESENTATIVE DUTIES:

- Provide prompt support to helpdesk related service requests with a high degree of professionalism and accuracy. Maintain work log and document resolutions thoroughly;
- Provide support for desktop computer hardware. Experience supporting virtual desktop infrastructure (VDI) is preferred;
- Provide tier one support for server and networking components with a strong understanding of core networking fundamentals. Familiarity with current server (Dell/HP) and networking hardware (Cisco/HP) is preferred;
- Provide support for network copiers/printers and high speed scanners;
- Monitor critical infrastructure systems (Power, Temperature, Log Files, etc.);
- Provide training and support for mobile devices (iPhone, iPads, etc.);
- Assist with inventory control duties, including: intake and excise of equipment.
- Prepare and maintain detailed technical documentation of department operating procedures, equipment maintenance, and hardware/software configurations. Must be able to prepare simplified instruction manuals of hardware and software;
- Maintain composure in high stress situations;
- Participate in rotating on-call schedule;
- Responsible for other duties as assigned.

QUALIFICATIONS/ABILITIES:

The successful candidate must have leadership qualities which include the ability to:

- Collaborate and work effectively with all levels of court staff and other agencies.
- Communicate information clearly, accurately, and in a timely manner.
- Organize time and work effectively.
- Exercise good judgment and show initiative.

Attention to detail and analytical skills are a must. Responding to competing priorities, maintaining confidentiality, and handling sensitive matters with tact is essential. Work is performed in an office setting. Lifting of boxes and moving equipment is required; therefore the incumbent must be able to lift up to 50 pounds and must be able to sit and or stand for extended periods of time. This position requires frequent mobility.

INFORMATION TECHNOLOGY QUALIFICATIONS:

- **Operating Systems:** Windows 7-10, Windows Server 2008-2012
- **Software:** Microsoft Office, Exchange, Lotus Notes, Adobe Acrobat Professional
- **Data Center and Networking Equipment:** Familiarity with Cisco/HP Switches, Wireless Access Points, Uninterruptible Power Supplies, Network Racks and Enclosures, Structured Category and Fiber cabling
- **Printing:** Canon Copiers and HP printers
- **Certifications:** A+, Network+, MCSA, CCNA certifications are preferred

EDUCATION:

High school graduation or equivalent is required. Education above high school level may be substituted for experience. Bachelor's degree in Information Systems or Computer Science is desired.

HOW TO APPLY: Submit resume with cover letter, salary history and proof of any certifications by email only to: Human Resources Department @ Email: HR_department@ctd.uscourts.gov
The Court will communicate only with those applicants who are selected for an interview. No phone calls please.

BENEFITS:

- A minimum of 10 paid holidays per year
- Paid annual leave in the amount of 13 days per year for the first three years, 20 days per year after three years, and 26 days per year after fifteen years
- Paid sick leave in the amount of 13 days per year
- Optional participation in choice of Federal Employees' Health Benefits
- Optional participation in choice of Federal Employees' Group Life Insurance
- Optional participation in the Flexible Benefits Program
- Optional participation in the Commuter Benefit Program
- Optional participation in Long-Term Care Insurance
- Credit, time in-service, for prior government service for employees of other federal agencies, as well as time for those with prior military service, will be taken into consideration when computing leave accrual and retirement benefits.

CONDITIONS OF EMPLOYMENT:

- Applicants must be U.S. citizens or eligible to work in the United States.
- Successful candidate will undergo a full fingerprint and background records check. Any applicant selected for a position will be hired provisionally pending successful completion of the background investigation.
- Mandatory electronic direct deposit of salary payment.
- Employees are required to adhere to the Code of Conduct for Judicial Employees [available to applicants to view at the court website: www.ctd.uscourts.gov].
- Employees of the U.S. District Court are Excepted Service Appointments. Excepted service appointments are at will and can be terminated with or without cause by the court.

The United States District Court is an Equal Opportunity Employer.